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State of Wisconsin
Governor Scott Walker

TO: **Child Care Eligibility and Authorization Workers
and Supervisors
Income Maintenance Supervisors
Income Maintenance Staff
Training Staff
Child Care Coordinators**

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**DECE/BELP OPERATIONS MEMO
DECE/BPI OPERATIONS MEMO**

No: 18-31

DATE: 10/19/2018

Wisconsin Shares Child Care

SUBJECT: Post Load Benefit Correction Module (PLBC) Freeze

CROSS REFERENCE: [CSAW PLBC User Guide](#);
Operations Memos [18-25](#), [18-26](#), [17-58](#), and [17-13](#)

EFFECTIVE DATE: October 27, 2018

PURPOSE: As part of the Wisconsin Shares Child Care and Development Block Grant (CCDBG) Phase Three project, subsidy and copayment calculations will be changing (see Operations Memos [18-25](#) and [18-26](#)). These changes affect how adjustments are calculated in the Post Load Benefit Correction Module (PLBC). In order to thoroughly test the impact of these changes on PLBC adjustments, some PLBC functionality will be frozen. This operations memo informs local agencies of the upcoming freeze to PLBC functionality, and the correct process to follow while this freeze remains in effect. The freeze is expected to last from October 27, 2018, to November 30, 2018.

BACKGROUND: The PLBC module in CSAW allows workers to correct Wisconsin Shares Child Care authorization and eligibility details. PLBC then calculates a positive or negative adjustment to subsidy amounts that have already been issued.

During the freeze, workers will have access to limited PLBC functionality. Workers will be able to enter the details for PLBC adjustments up to the Calculation step, but the Calculate link in the left-hand menu will not be selectable. This means that the Benefit Changes screen will not generate and workers will not be able to complete the PLBC during this brief freeze.

The freeze does not only affect adjustments to November subsidy amounts. During the freeze, workers will not be able to complete PLBC adjustments for any month.

PROCESS:

Positive Adjustments

Workers should continue to enter PLBC details up to the Calculation step during the freeze. For assistance in entering PLBC adjustments up to the Calculation step, please see the [CSAW PLBC User Guide](#). Agencies must keep track of the positive adjustments that are entered. When PLBC functionality is restored, workers will be able to Calculate and Confirm the adjustments.

Positive adjustments may be considered “urgent” if:

1. The parent is at risk of losing their child care arrangement if the adjustment is not issued before the end of November.
2. The parent is at risk of losing their approved activity if the adjustment is not issued before the end of November.

If the positive PLBC adjustment is urgent, the worker should enter PLBC details up to the Calculation step, then send an email to childcare@wisconsin.gov. The email should include the case number, the PLBC adjustment month, and the reason why the adjustment is urgent.

Upon request, Wisconsin Shares policy staff may define a situation as urgent. If an agency feels that a situation is urgent, but it does not meet the criteria above, they may send an email to childcare@wisconsin.gov and request that Wisconsin Shares policy staff review the situation. The email should include the case number, the PLBC adjustment month, and an explanation of why the agency feels that the adjustment is urgent.

Negative Adjustments

Retractions

There are limited circumstances when funds can be retracted (removed) from a parent's MyWICChildCare EBT card. See [Operations Memo 17-58](#) for more information about retractions.

The PLBC freeze means that agency workers will not be able to complete a PLBC prior to submitting a retraction request. The Bureau of Program Integrity (BPI) will be able to retract funds, but BPI will not be able to apply the adjustment in CSAW until the PLBC can be completed. BPI will log all retraction requests submitted during this time, and will complete PLBCs and apply adjustments when the system is operational. BPI will notify the agencies once this has been completed.

Due to the adjustments not being applied in CSAW, the system-generated notices will not be sent to families at the time of the retraction. Parents will receive these notices on a delay once BPI has completed the PLBCs and applied the adjustments in CSAW.

The PLBC freeze will not affect the Department's ability to retract funds from a parent's MyWICChildCare EBT card, but it will change the process for agencies that are submitting these requests to the Bureau of Program Integrity.

Updated Retraction Procedure

STEP 1: Contact the Bureau of Program Integrity Technical Assistance Mailbox at dcfbpitarequest@wisconsin.gov to request removal of funds from the EBT card. Include the following information in your request, preferably in the format shown below:

- Case
- Child(ren)
- Removal Amount(s) for each child
- Impacted Provider Number and Location
- Benefit Month(s)
- Brief Reason Description

STEP 2: BPI Staff will then authorize the return utilizing the Benefit Return Screen in EBT CSAW – PLBC. BPI will inform the worker who submitted the request that the funds have been removed from the card at this time.

STEP 3: If necessary, the worker must write or update a new or existing authorization. See [Operations Memo 17-13](#) for guidance on new authorizations due to incorrect providers. Contact the Child Care Subsidy Technical Assistance line at childcare@wisconsin.gov if you require assistance with establishing and/or updating an authorization.

STEP 4: Once the PLBC freeze has been lifted, BPI will complete the PLBC for the case and apply the adjustment in CSAW. Once this has been completed, BPI will contact the agency worker who submitted the request and let them know that this has been completed.

The worker should inform the parent that a notice will be sent to them regarding the correction. The notice will inform them that they will be receiving a Repayment Agreement in the mail. The worker should inform the parent that this is incorrect, because the funds have been removed from the card in lieu of establishing an overpayment.

Voluntary Repayment Agreements

A Voluntary Repayment Agreement (VPA) occurs when a provider agrees on their own accord to return funds to the Wisconsin Shares Program. See [Operations Memo 17-58](#) for more information about VPAs.

The process for VPAs will remain largely unchanged during this time. Agencies will not be able to complete a PLBC, but BPI can process all VPA requests using the ad hoc module in EBT CSAW. Due to this, agencies do not need to complete Step 1 as

outlined in [Operations Memo 17-58](#) (Complete a Case PLBC), but must follow the remaining steps for VPAs as outlined in the memo.

Overpayments

During this time, BPI requests that agencies put any overpayment calculations that they may need to complete on hold. Due to the limited timeframe that PLBC will not be accessible to agencies, and the potential for errors when calculating overpayments outside of PLBC, BPI feels that it is in everyone's best interest to refrain from processing overpayments during this time.

Agencies should still be working towards completing investigations during the freeze, and making note of any calculations that will need to be completed once PLBC functionality has been restored.

If there are any overpayment questions that agencies have during the freeze, please submit a technical assistance request to BPI at dcfbpitarequest@wisconsin.gov.

CONTACTS:

For overpayment, retraction, fraud, or Chapters 3 and 4 of the Wisconsin Shares Child Care Subsidy Policy Manual, please contact the Bureau of Program Integrity (BPI) at DCFBPITArequest@wisconsin.gov.

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at BROCCPolicyHelpDesk@wisconsin.gov.

For Child Care CARES/CWW and CSAW Processing Questions statewide, and policy questions in Milwaukee County, contact the Child Care Subsidy and Technical Assistance line at: childcare@wisconsin.gov or (608) 422-7200.

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